

Ant is printed on the printer 135. Also, the repair order and other history of the visit can be written onto the smart card, and other information from the DMS 190 can be written onto the smart card.

In the claims:

Please cancel claims 2-14, 16-29, 32-44, 46-59, 62-74, 76-89, 91-100, 102-115, 117-119, 121-130 and 132-135 without prejudice or disclaimer of the subject matter therein.

Please amend claims 15, 30, 45, 60, 75, 90, 101, 116, 120, and 131 as follows:

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15. (Amended) A programmable apparatus comprising:
- a. receiving means to receive input data from a user;
 - b. entering means to enter supplemental data that are different from the input data;
 - c. transmitting means to transmit the input data and the supplemental data to a data management system;
 - d. generating means to generate response data from the data management system, based in part on the input data and the supplemental data;
 - e. displaying means to display the input data, the supplemental data and the response data;
 - f. updating means to update the input data based in part on the supplemental data and the response data;
 - g. storing means to store the updated input data; and

- h. selecting means to select a language from a plurality of choices for use in any printed and displayed text.

30. (Amended) A programmable apparatus comprising:

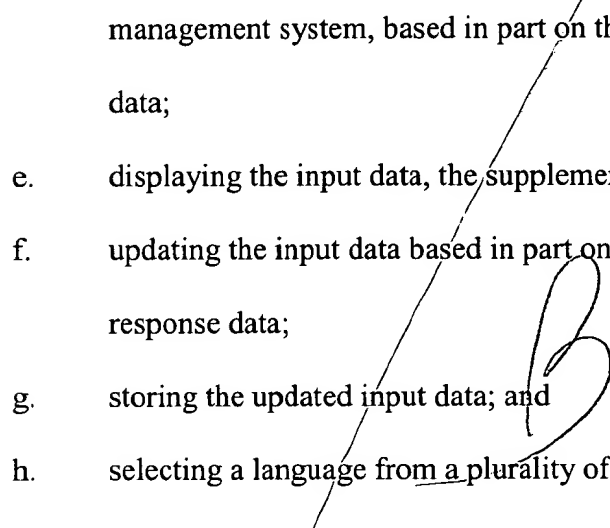
- a. a smart card system (SCS) adapted to store and access information regarding vehicle dealership activities;
- b. a vehicle dealership management system (DMS) electronically communicating with the smart card system;
- c. a communication link between the SCS and DMS; and
- d. selecting means to select a language from a plurality of choices for use in any printed and displayed text,

where the SCS comprises:

1. a plurality of smart cards,
2. a smart card reader, adapted to read the smart cards,
3. a data entry station, communicating with the smart card reader, and
4. a printer, communicating with the data entry station, and wherein the communication link is selected from the groups comprising: radio transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber, and wireless communication.

45. (Amended) A system integration method executed by a programmable

apparatus comprising:

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- a. receiving input data from a user;
 - b. entering supplemental data that are different from the input data;
 - c. transmitting the input data and the supplemental data to a data management system;
 - d. generating with a programmable apparatus response data from the data management system, based in part on the input data and the supplemental data;
 - e. displaying the input data, the supplemental data and the response data;
 - f. updating the input data based in part on the supplemental data and the response data;
 - g. storing the updated input data; and
 - h. selecting a language from a plurality of choices for use in any printed and displayed text.

60. (Amended) A method for a programmable apparatus comprising:

- a. storing and accessing information regarding vehicle dealership activities with a smart card system (SCS);
- b. communicating between a vehicle dealership management system (DMS) and the smart card system using a communication link between the SCS and DMS; and

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- c. selecting a language from a plurality of choices for use in any printed and displayed text,

where the SCS comprises:

1. a plurality of smart cards,
 2. a smart card reader, adapted to read the smart cards,
 3. a data entry station, communicating with the smart card reader, and
 4. a printer, communicating with the data entry station, and wherein the communication link is selected from the groups comprising: radio transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber, and wireless communication.
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75. (Amended) A machine readable memory medium containing instructions which, when executed by a programmable apparatus, cause the apparatus to perform a system integration method, the method comprising:

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- a. receiving input data from a user;
- b. entering supplemental data that are different from the input data;
- c. transmitting the input data and the supplemental data to a data management system;
- d. generating response data from the data management system, based in part on the input data and the supplemental data;
- e. displaying the input data, the supplemental data and the response data;

- f. updating the input data based in part on the supplemental data and the response data;
- g. storing the updated input data; and
- h. selecting a language from a plurality of choices for use in any printed and displayed text.

90. (Amended) A machine readable memory medium containing instructions which, when executed by a programmable apparatus, cause the apparatus to perform a system integration method, the method comprising:


- a. storing and accessing information regarding vehicle dealership activities with a smart card system (SCS);
- b. communicating between a vehicle dealership management system (DMS) and the smart card system, using a communication link between the SCS and DMS;
- c. selecting a language from a plurality of choices for use in any printed and displayed text,

where the SCS comprises:

- 1. a plurality of smart cards,
- 2. a smart card reader, adapted to read the smart cards,
- 3. a data entry station, communicating with the smart card reader, and
- 4. a printer, communicating with the data entry station, and wherein

the communication link is selected from the groups comprising: radio transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber, and wireless communication.

101. (Amended) A smart card system (SCS) comprising:


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- a. a plurality of smart cards,
 - b. a smart card reader, adapted to read the smart cards,
 - c. a data entry station, communicating with the smart card reader,
 - d. a printer, communicating with the data entry station, and
 - e. selecting means to select a language from a plurality of choices for use in any printed and displayed text.

116. (Amended) A system integration method executed by a smart card system (SCS) comprising:

- a. receiving input data on a plurality of smart cards,
- b. reading the smart cards with a smart card reader,
- c. entering and displaying data on a data entry station, said data entry station communicating with the smart card reader,
- d. printing data with a printer, said printer communicating with the data entry station, and
- e. selecting a language from a plurality of choices for use in any printed and

displayed text.

120. (Amended) A system integration method executed by a smart card system (SCS) comprising:

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- a. receiving input data on a plurality of smart cards,
 - b. reading the smart cards with a smart card reader,
 - c. entering and displaying data on a data entry station, said data entry station communicating with the smart card reader,
 - d. printing data with a printer, said printer communicating with the data entry station,
 - e. checking an access authorization of the input data from the user,
 - f. displaying pop up video clips, and
 - g. selecting a language from a plurality of choices for use in any printed and displayed text;

wherein the data entry station comprises a keyboard, a mouse, and at least one of a kiosk including a computer touch screen with an electronic keyboard and a PC computer with a display screen, and further where the SCS receives:

- a. inputted data comprising customer information, vehicle information, maintenance schedule information, coupon information, personal identification number (PIN), and administrator data that permit functions to be performed that are reserved for a system administrator;

- b. supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion; and
- c. response data comprising recommended services, a savings amount during a visit, and total savings amount to date;

and further where the SCS is adapted

- a. to store and access information regarding vehicle dealership activities;
- b. to generate data in a user session and store the generated data in the SCS, and to print and to display the generated data; and
- c. to receive input of supplemental data and store the inputted data in the SCS, and to print and display the inputted data.

131. (Amended) A machine readable memory medium containing instructions which, when executed by a smart card system (SCS), cause the SCS to perform a method comprising:

- a. receiving input data on a plurality of smart cards,
- b. reading the smart cards with a smart card reader,
- c. entering and displaying data on a data entry station, said data entry station communicating with the smart card reader,
- d. printing data with a printer, said printer communicating with the data entry station, and

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- e. selecting a language from a plurality of choices for use in any printed and displayed text.
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Please add claims ~~136~~-240 as follows.

136. (New) The apparatus of claim 15 where the receiving means comprises a reader capable of processing input and output from a portable information storage device.

137. (New) The apparatus of claim 15 where the transmitting means is selected from the group comprising radio transmission, cable transmission, the Internet leased telephone lines, wire, optical fiber, and wireless communication.

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138. (New) The apparatus of claim 15 where the input data comprises customer information, vehicle information, maintenance schedule information, and coupon information.

139. (New) The apparatus of claim 15 where the supplemental data comprises current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.

140. (New) The apparatus of claim 15 where the response data comprises

recommended services, a savings amount during a visit, and a total savings amount to date.

141. (New) The apparatus of claim 15 where the data management system comprises a vehicle dealership management system.

142. (New) The apparatus of claim 15 where the input data comprises a personal identification number (PIN).

143. (New) The apparatus of claim 15 where the input data comprise administrator data that permit functions to be performed that are reserved for a system administrator.

144. (New) The apparatus of claim 15 further comprising checking means to check access authorization of the input data from the user.

145. (New) The apparatus of claim 15 where the storing means is a portable data storage device selected from the group comprising a smart card, a card with a magnetic memory strip, a bar-code card, a CD-rom card, and a hand-held device.

146. (New) The apparatus of claim 15 where the storing means is a dealer database system.

147. (New) The apparatus of claim 15 further comprising displaying means to display pop up video clips.

148. (New) The apparatus of claim 15 further comprising printing means to print the input data, supplemental data, and the response data.

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149. (New) The apparatus of claim 30 where:

- a. the DMS and SCS are adapted to access data stored on a smart card and store the accessed data in the DMS, and print and display the accessed data,
- b. the DMS and SCS are adapted to access data stored in the DMS and store the accessed data on the SCS, and to print and display the accessed data,
- c. the DMS and SCS are adapted to generate data in a user session and store the generated data in the DMS, and in the SCS, and to print and to display the generated data, and
- d. the SCS is adapted to receive input of supplemental data and store the inputted data in the DMS, and in the SCS, and to print and to display the inputted data.

150. (New) The apparatus of claim 30 where the data entry station comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and
- c. a mouse.

151. (New) The apparatus of claim 30 where

- a. the data entry station is a PC computer with a display screen, a keyboard, and a mouse, and
- b. the communication link is the Internet.

152. (New) The apparatus of claim 30 where the SCS receives inputted data

comprising customer information, vehicle information, maintenance schedule information, and coupon information.

153. (New) The apparatus of claim 30 where the SCS receives supplemental

data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.

154. (New) The apparatus of claim 30 where the SCS receives response data

comprising recommended services, a savings amount during a visit, and total savings amount to date.

155. (New) The apparatus of claim 30 where the SCS receives input data comprising a personal identification number (PIN).

156. (New) The apparatus of claim 30 where the SCS receives input data comprising administrator data that permit functions to be performed that are reserved for a system administrator.

157. (New) The apparatus of claim 30 further comprising checking means to check access authorization of the input data from the user.


158. (New) The apparatus of claim 30 where the SCS further comprises displaying means to display pop up video clips.

159. (New) The method of claim 45 where the receiving step comprises receiving input data with a reader capable of processing input and output from a portable information storage device.

160. (New) The method of claim 45 where the transmitting step transmits with a transmitting means that is selected from the group comprising radio transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber, and wireless communication.

161. (New) The method of claim 45 where the input data comprises customer information, vehicle information, maintenance schedule information, and coupon information.

162. (New) The method of claim 45 where the supplemental data comprises current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.



163. (New) The method of claim 45 where the response data comprises recommended services, a savings amount during a visit, and total savings amount to date.

164. (New) The method of claim 45 where the data management system comprises a vehicle dealership management system.

165. (New) The method of claim 45 where the input data comprises a personal identification number (PIN).

166. (New) The method of claim 45 where the input data comprises administrator data that permit functions to be performed that are reserved for a system administrator.

167. (New) The method of claim 45 further comprising checking access authorization of the input data from the user.

168. (New) The method of claim 45 where the storing step stores the updated input data with a portable data storage device selected from the group comprising a smart card, a card with a magnetic memory strip, a bar-code card, a CD-rom card, and a hand-held device.


169. (New) The method of claim 45 where the storing step stores the updated input data with a dealer database system.

170. (New) The method of claim 45 further comprising displaying pop up video clips.

171. (New) The method of claim 45 further comprising printing the input data, supplemental data, and the response data.

172. (New) The method of claim 60 where:

- a. the DMS and SCS are adapted to access data stored on a smart card and store the accessed data in the DMS, and print and display the accessed data,
- b. the DMS and SCS are adapted to access data stored in the DMS and store

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- the accessed data on the SCS, and to print and display the accessed data,
 - c. the DMS and SCS are adapted to generate data in a user session and store the generated data in the DMS, and in the SCS, and to print and to display the generated data, and
 - d. the SCS is adapted to receive input of supplemental data and store the inputted data in the DMS, and in the SCS, and to print and to display the inputted data.

173. (New) The method of claim 60 where the data entry station comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and
- c. a mouse.

174. (New) The method of claim 60 where

- a. the data entry station is a PC computer with a display screen, a keyboard, and a mouse, and
- b. the communication link is the Internet.

175. (New) The method of claim 60 where the SCS receives inputted data comprising customer information, vehicle information, maintenance schedule information, and coupon information.

176. (New) The method of claim 60 where the SCS receives supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.

177. (New) The method of claim 60 where the SCS receives response data comprising recommended services, a savings amount during a visit, and total savings amount to date.

178. (New) The method of claim 60 where the SCS receives input data comprising a personal identification number (PIN).

179. (New) The method of claim 60 where the SCS receives input data comprising administrator data that permit functions to be performed that are reserved for a system administrator.

180. (New) The method of claim 60 further comprising checking access authorization of the input data from the user.

181. (New) The method of claim 60 where the SCS further comprises displaying means to display pop up video clips.

182. (New) The medium of claim 75 where the receiving step comprises receiving input data with a reader capable of processing input and output from a portable information storage device.

183. (New) The medium of claim 75 where the transmitting step transmits with a transmitting means that is selected from the group comprising radio transmission, cable transmission, the Internet, leased telephone lines, wire, optical fiber, and wireless communication.

184. (New) The medium of claim 75 where the input data comprises customer information, vehicle information, maintenance schedule information, and coupon information.

185. (New) The medium of claim 75 where the supplemental data comprises current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.

186. (New) The medium of claim 75 where the response data comprises recommended services, a savings amount during a visit, and total savings amount to date.

187. (New) The medium of claim 75 where the data management system

comprises a vehicle dealership management system.

188. (New) The medium of claim 75 where the input data comprises a personal identification number (PIN).

189. (New) The medium of claim 75 where the input data comprises administrator data that permit functions to be performed that are reserved for a system administrator.

190. (New) The medium of claim 75 where said method further comprises checking access authorization of the input data from the user.

191. (New) The medium of claim 75 where the storing step stores the updated input data with a portable data storage device selected from the group comprising a smart card, a card with a magnetic memory strip, a bar-code card, a CD-rom card, and a hand-held device.

192. (New) The medium of claim 75 where the storing step stores the updated input data with a dealer database system.

193. (New) The medium of claim 75 where said method further comprises displaying pop up video clips.

194. (New) The medium of claim 75 where said method further comprises printing the input data, supplemental data, and the response data.

195. (New) The medium of claim 90 where:


- a. the DMS and SCS are adapted to access data stored on a smart card and store the accessed data in the DMS, and print and display the accessed data,
- b. the DMS and SCS are adapted to access data stored in the DMS and store the accessed data on the SCS, and to print and display the accessed data,
- c. the DMS and SCS are adapted to generate data in a user session and store the generated data in the DMS, and in the SCS, and to print and to display the generated data, and
- d. the SCS is adapted to receive input of supplemental data and store the inputted data in the DMS, and in the SCS, and to print and to display the inputted data.

196. (New) The medium of claim 90 where the data entry station comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and
- c. a mouse.

197. (New) The medium of claim 90 where:

- a. the data entry station is a PC computer with a display screen, a keyboard, and a mouse, and
- b. the communication link is the Internet.



198. (New) The medium of claim 90 where the SCS receives inputted data comprising customer information, vehicle information, maintenance schedule information, and coupon information.

199. (New) The medium of claim 90 where the SCS receives supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.

200. (New) The medium of claim 90 where the SCS receives response data comprising recommended services, a savings amount during a visit, and total savings amount to date.

201. (New) The medium of claim 90 where the SCS receives input data comprising a personal identification number (PIN).

202. (New) The medium of claim 90 where the SCS receives input data comprising administrator data that permit functions to be performed that are reserved for a system administrator.

203. (New) The medium of claim 90 where said method further comprises checking access authorization of the input data from the user.

204. (New) The medium of claim 90 where the SCS further comprises displaying means to display pop up video clips.


205. (New) The system of claim 101 where the data entry station comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and
- c. a mouse.

206. (New) The system of claim 101 where the data entry station is a PC computer with a display screen, a keyboard, and a mouse.

207. (New) The system of claim 101 where the SCS receives inputted data comprising customer information, vehicle information, maintenance schedule information, and coupon information.

208. (New) The system of claim 101 where the SCS receives supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.



209. (New) The system of claim 101 where the SCS receives response data comprising recommended services, a savings amount during a visit, and total savings amount to date.

210. (New) The system of claim 101 where the SCS receives input data comprises a personal identification number (PIN).

211. (New) The system of claim 101 where the SCS receives input data comprising administrator data that permit functions to be performed that are reserved for a system administrator.

212. (New) The system of claim 101 further comprising checking means to check access authorization of the input data from the user.

213. (New) The system of claim 101 where the SCS further comprises displaying means to display pop up video clips.

214. (New) The system of claim 101 where SCS is adapted to store and access information regarding vehicle dealership activities.

215. (New) The system of claim 101 where the SCS is adapted to generate data in a user session and store the generated data in the SCS, and to print and to display the generated data.

216. (New) The system of claim 101 where the SCS is adapted to receive input of supplemental data and store the inputted data in the SCS, and to print and display the inputted data.

217. (New) The method of claim 116 where the data entry station comprises:


- a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and
- c. a mouse.

218. (New) The method of claim 116 where the data entry station is a PC computer with a display screen, a keyboard, and a mouse.

219. (New) The method of claim 116 where the SCS receives inputted data

comprising customer information, vehicle information, maintenance schedule information, and coupon information.

220. (New) The method of claim 116 where the SCS receives supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.



221. (New) The method of claim 116 where the SCS receives response data comprising recommended services, a savings amount during a visit, and total savings amount to date.


222. (New) The method of claim 116 where the SCS receives input data comprising a personal identification number (PIN).

223. (New) The method of claim 116 where the SCS receives input data comprising administrator data that permit functions to be performed that are reserved for a system administrator.

224. (New) The method of claim 116 further comprising checking an access authorization of the input data from the user.

225. (New) The method of claim 116 further comprising displaying pop up video clips.

226. (New) The method of claim 116 where the SCS is adapted to store and access information regarding vehicle dealership activities.



227. (New) The method of claim 116 where the SCS is adapted to generate data in a user session and store the generated data in the SCS, and to print and to display the generated data.

228. (New) The method of claim 116 where the SCS is adapted to receive input of supplemental data and store the inputted data in the SCS, and to print and display the inputted data.

229. (New) The medium of claim 131 where the data entry station comprises:

- a. a kiosk including a computer touch screen with an electronic keyboard,
- b. a keyboard, and
- c. a mouse.

230. (New) The medium of claim 131 where the data entry station is a PC computer with a display screen, a keyboard, and a mouse.

231. (New) The medium of claim 131 where the SCS receives inputted data comprising customer information, vehicle information, maintenance schedule information, and coupon information.

232. (New) The medium of claim 131 where the SCS receives supplemental data comprising current mileage, selected customer services, additional contact instructions, additional contact number and promised date and time of completion.

233. (New) The medium of claim 131 where the SCS receives response data comprising recommended services, a savings amount during a visit, and total savings amount to date.

234. (New) The medium of claim 131 where the SCS receives input data comprising a personal identification number (PIN).

235. (New) The medium of claim 131 where the SCS receives input data comprising administrator data that permit functions to be performed that are reserved for a system administrator.

236. (New) The medium of claim 131 where said method further comprises

checking an access authorization of the input data from the user.

237. (New) The medium of claim 131 where said method further comprises displaying means to display pop up video clips.

238. (New) The medium of claim 131 where the SCS is adapted to store and access information regarding vehicle dealership activities.

239. (New) The medium of claim 131 where the SCS is adapted to generate data in a user session and store the generated data in the SCS, and to print and to display the generated data.

240. (New) The medium of claim 131 where the SCS is adapted to receive input of supplemental data and store the inputted data in the SCS, and to print and display the inputted data.

REMARKS

Reconsideration and allowance are requested in view of the foregoing amendments and the following remarks. Claims 2-14, 16-29, 32-44, 46-59, 62-74, 76-89, 91-100, 102-115, 117-119, 121-130 and 132-135 have been canceled without prejudice or disclaimer of the subject matter therein, and claims 136-240 have been added. Claims 1, 15, 30, 31, 45, 60, 61, 75, 90,